

When I need an VRS interpreter, I waited so long so I decided to switch to other VRS such as Hamilton VRS but SorensonVRS refused to allow me. I got so upset and angry because they were against my rights and wishes. I feel like they controlled me and forced me to use their VRS WITHOUT WARNING ME NOR EXPLAINED ME!!!!

MY QUESTION: WHAT IF A PERSON NEEDS A MEDICAL ALERT AND CALLS VRS AND WAITS FOR 20 MINUTES (EMERGENCY CALL)?

I do appreciate your kindly concerns about this situation as well as my rights to choose any VRS as I please.

Thank you.

Rev. P. Henry Goldberg